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11:00am

Searched for [help desk service level agreement](#)

10:20am

Searched for [helpdesk SLA severity time 20](#) Viewed 14 results

starred

[Emerald FullText Article : Practices and problems in...](#) - emeraidinsight.com

starred

[Managing ebusiness on demand SLA contracts in business...](#) - ieee.org

starred

<http://www.optimumonline.ca/print.phtml?e=mesokurj&id=153>

starred

[Creating a Service-Level Agreement for the IS Organization ...](#) - tarani.net

starred

[Establish & Maintain SLA's](#) - thinkhdi.com

starred

[Simpson Grierson: 'We'll Try Our Best' - Best
Endeavours ...](#) - simpsongrierson.com

starred

[Corporate Counsel Center - Sample Business Contracts](#) - findlaw.com

starred

<http://www.sc-resources.net/showthread.php?p=952>

starred

[Specification of Service Level Agreements](#) - improveqs.nl

starred

[SLA Management Handbook](#) - atutt.org

starred

[Operation Support System Interface Specification for...](#) - wirelessman.org

starred

[Collect metrics that will provide a basis for fundamental...](#) - com.com

starred

[UNDERSTANDING AND AUDITING SERVICE LEVEL AGREEMENTS T](#) - informaworld.com

starred

[Problem resolution](#) - pueblo.us

10:19am

Searched for [helpdesk SLA severity time](#) Viewed 2 results

starred

[SCC SLA](#) - sinclair.edu

Web Activity

« Mar Apr 2009

S	M	T	W	T	F	S
29	30		1	2	3	4
5	6	7	8		10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Today, Apr 30

1 - 10	11 - 20	21 - 40	41+
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Total Google searches: 1143

-   [August 28, 2002](#) - [ts.fed.us](#)
starred
- 10:19am Searched for [related:facweb.cs.depaul.edu/yele/Course/IS371/SLA.ppt 2000](#)
- 10:19am Searched for [related:facweb.cs.depaul.edu/yele/Course/IS371/SLA.ppt](#)
- 10:18am Searched for [helpdesk SLA severity tiry](#)   Viewed 2 results
-   [Managing Expectations and SLA](#) - [depaul.edu](#)
starred
-   [Page 1 2.2.6. SLA Managed Security – V1.0 Your Pathway...](#) - [beigacom.be](#)
starred
- 10:17am   [SERVICE LEVEL AGREEMENT \('SLA'\)](#) - [e-learning.cc](#)
starred

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10:15am

Searched for [SLA severity time](#) Viewed 4 results


starred

[Service Level Agreement Best Practice](#) - umn.edu


starred

[Frame Relay SLA Contractual Schedule](#) - equant.com


starred

[SLA MANAGEMENT](#) - equatorone.com


starred

http://www.e-learning.co/filebrowser/Image/Voucher%20Portal_S...

Yesterday

5:22pm

Searched for [help desk service level agreement](#)

5:15pm

Searched for [SLA severity time](#) Viewed 5 results


starred

[SERVICE LEVEL AGREEMENT TO SUPPORT AGSM COMPUTER SYSTEMS...](#) - agsm.edu.au


starred

[Service Level Agreement Template - MindShare](#) - thinkhdl.com


starred

[August 28, 2002](#) - fs.fed.us


starred

[Getting Ready for Health IT](#) - nyshealth.org


starred

[Technology Services Service Level Agreement The Technology ...](#) - jerseyconnect.net

5:13pm

Searched for [SLA](#) Viewed 1 result


starred

[Service level agreement - Wikipedia, the free encyclopedia](#) - wikipedia.org

5:10pm

starred


[2638409.png](#)

100 x 100 - 6k

5:10pm

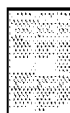
starred


[dec_07_rvd2.jpg](#)

405 x 301 - 37k

5:09pm

starred


[service agreement table.g...](#)

300 x 197 - 12k

Web Activity


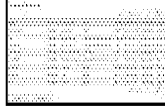








« Mar Apr 2009

S	M	T	W	T	F	S
29	30	1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Today, Apr 30

1 - 10	11 - 20	21 - 40	41 +
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Total Google searches: 1143

- 5:03pm   [SummaryofSLAalerts.gif](#)
starred 1006 x 379 - 20k
- 5:07pm   [RespTime.JPG](#)
starred 400 x 256 - 26k
- 4:56pm  [Concepts](#) - oracle.com
starred
- 4:55pm  [Service Level Agreement](#) - vendorconnect.com.au
starred
- 4:54pm  [EZI Service Level Agreement \(SLA\)](#) - jonpratiff.com
starred
- 4:33pm  [Service Level Agreement](#) - stanford.edu
starred
- 4:33pm  <http://www.intellinet-canada.com/Downloads/SLA%27s.pdf>
starred
- 4:24pm  [SLA Groups, Severity Options - Kayako Forums](#) - kayako.com
starred

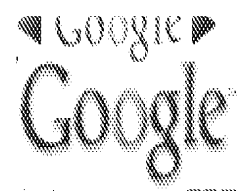
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4:34pm

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